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The worlds first USB flasher

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## 1. Downloading software from support site

Downloading UFSx Support Tools & Flash files from support site is very easy, here are few steps to follow

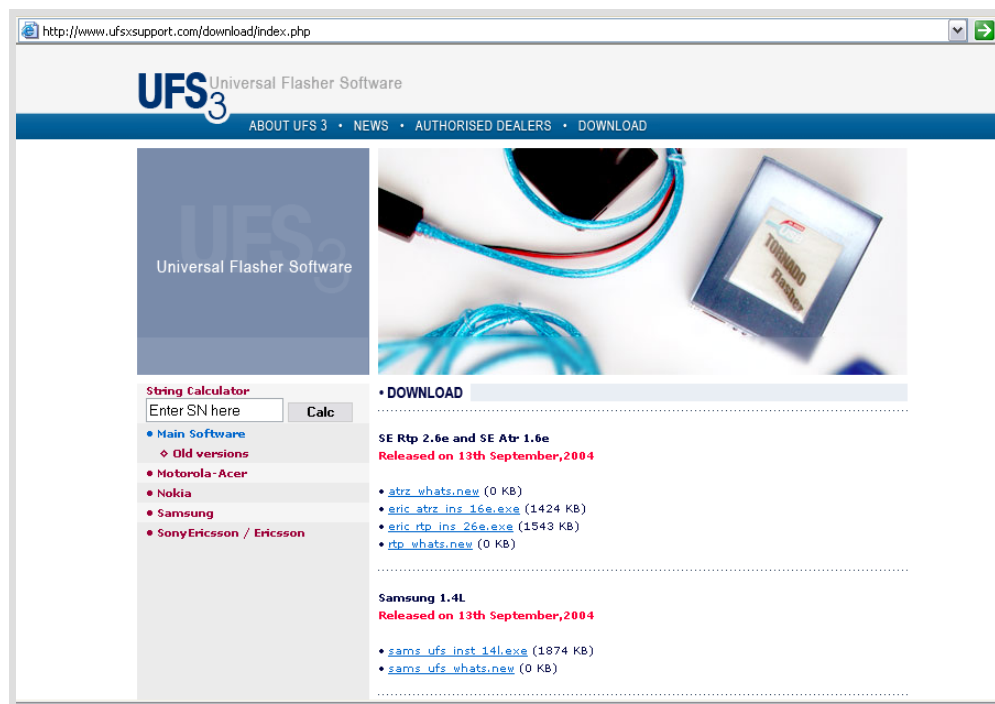
1. You need the Login & Password for the support site, please contact your reseller for it.
2. Logon to <http://www.ufsxsupport.com>
3. Click on Download Button (See Fig for details)
4. Type in your Login Name & Password.



5. Type in your Login name & password & click on ok to continue



6. After you are logged in, the main windows will open as shown in the fig below. Click on the support tool or flash file you need, It will prompt you to save the file. Save it to your desired location.



Download the latest version (always use latest version) from the support site or from the CD provided with the UFSx package. Given below are the examples of the setup file currently provided.

Nokia	:	DCTx_UFSx 1.3x	(Installer)
Motorola	:	Moto_Acer 2.1x	(Installer)
Samsung	:	Sams_UFS 1.4x	(Installer)
Sony Eric	:	Eric_RTP 2.6x	(Installer)
		Eric_ATRZ 1.6x	(Installer)

## 2. Installation

### 2.1 Installing software for NOKIA

Execute the DCTX\_UFSx 1.3x application and follow the onscreen instruction as shown in the Fig 1.1

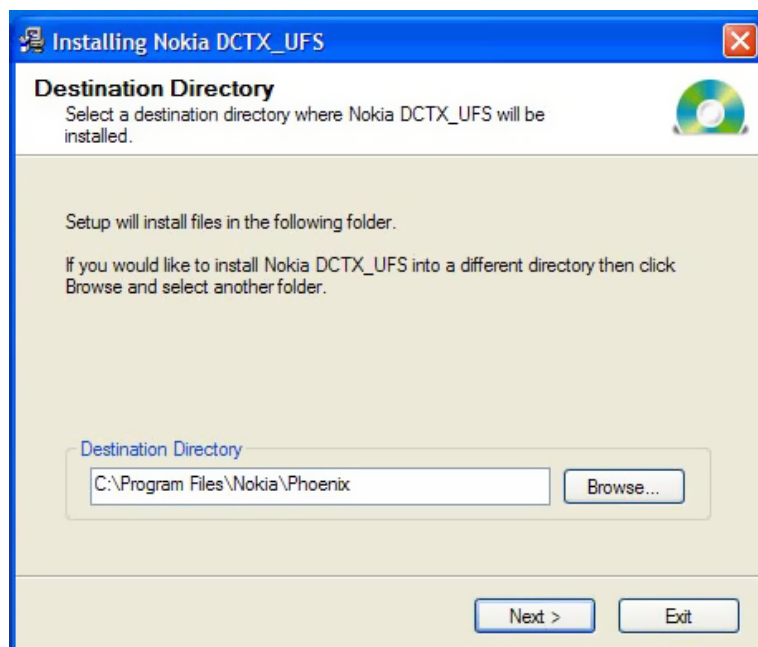


Fig 1.1

The Default installation path for Nokia software is **x:\Program files\Nokia\Phoenix** where 'x' is the drive letter, if you wish to install it at some other location you can change the installation path ( Note: It is advisable to install the service software at the default location). Now click on Next button to continue the installation, here setup will copy all the necessary files to the destination folder & at the end finish window will appear as shown in Fig 1.2

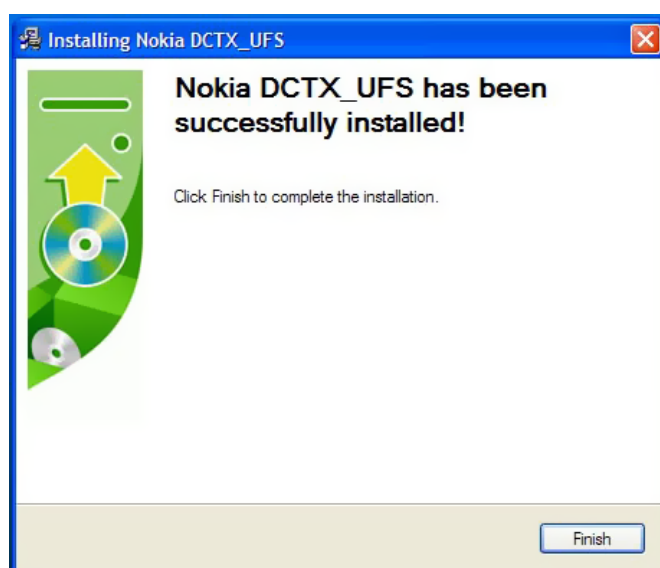


Fig 1.2

After the setup is completed copy all the supported flash files for Nokia to  
x:\Program files\Nokia\Phoenix\products

## 2.2 Installing USB driver

Connect the given USB interface cable Between PC to UFS Box. Once you connect the box the new hardware found window will appear on the screen as shown in Fig 1.3

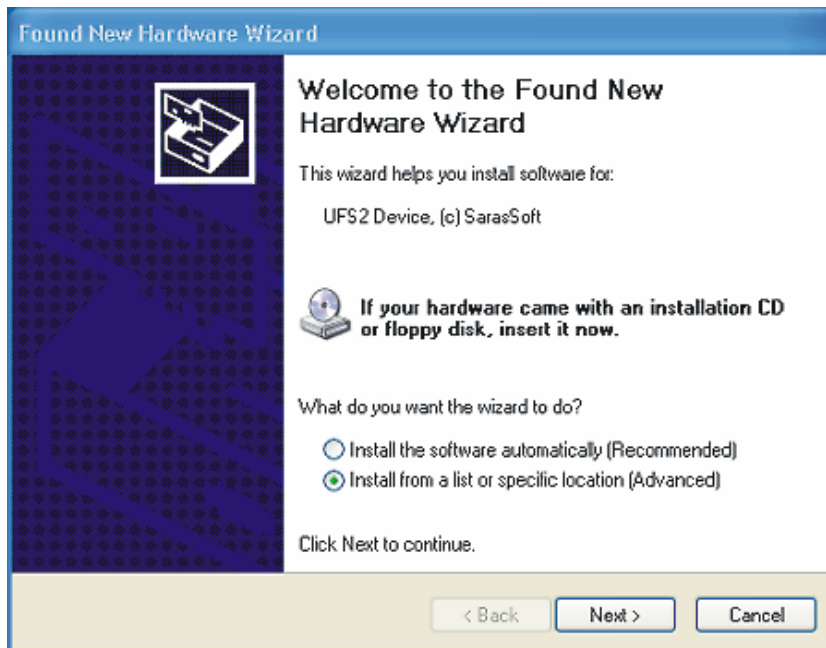


Fig 1.3

Click on next to specify the USB driver location (i.e.; x:\Program Files\Nokia\Phoenix\USB Driver) see Fig 1.4

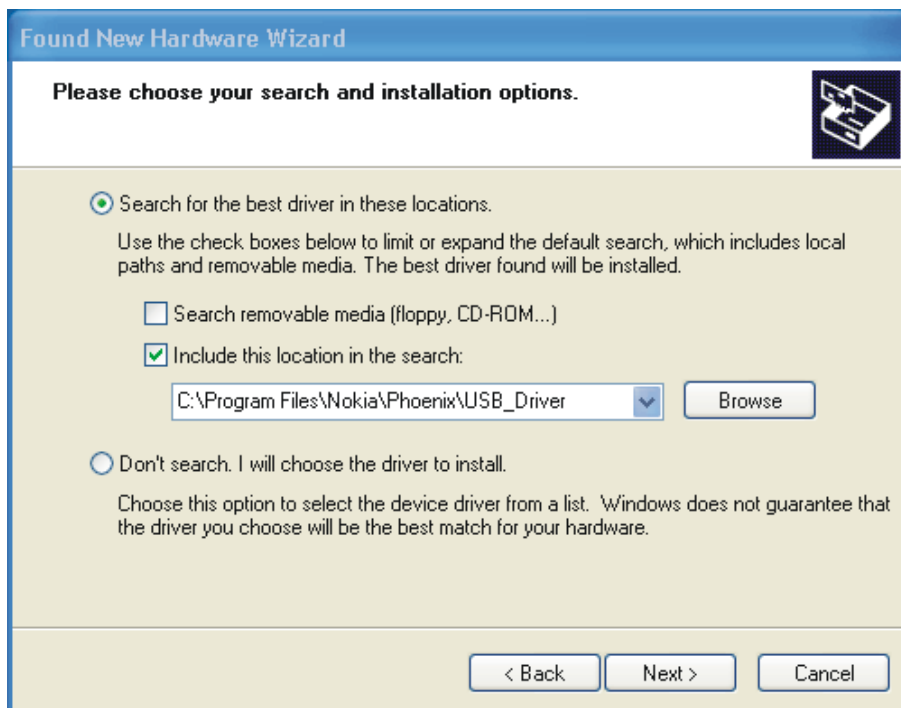


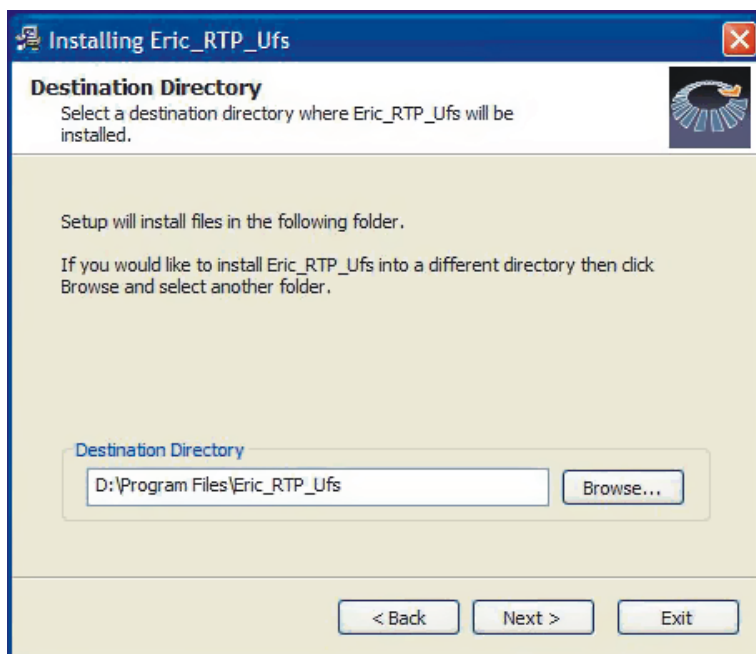
Fig 1.4

Here it will find the driver follow the onscreen instructions to complete the USB device driver installation.

## 2.3 SONY-ERICSSON

There are two different setup files for Sony-Ericsson support software

- 1) **Eric\_RTP:** Run the Eric\_RTP\_Ins\_26x setup file; choose the installation path for setup. The default path is X:\Program Files\ Eric\_RTP\_Ufs see Fig 1.6



**Fig 1.6**

Follow the onscreen instructions and complete the installation. After the installation is completed, copy all the flash files provided or download it from the support site for the models listed in Eric\_RTP\_UFS and copy it to folder x:\Program Files\Eric\_RTP\_UFS. Once the copying of the flash files is over you can use the software.

- 2) **Eric\_ATRZ:** Installation for Eric\_ATRZ is same as of Eric\_RTP. Execute the eric\_atrz\_ins & follow the onscreen instructions. Refer to Eric\_RTP setup instructions for more details. Copy the flash files of the models listed in Eric\_ATRZ to x:\Program Files\Eric\_ATRZ.

## 2.4 SAMSUNG

Run the setup file Sam\_Ufs\_14x given in the CD or download the latest version available on support site. When you start the setup it will show the default installation path see Fig 1.7 continue with the default path or specify a different path if you want. Follow on screen instructions and complete the setup.

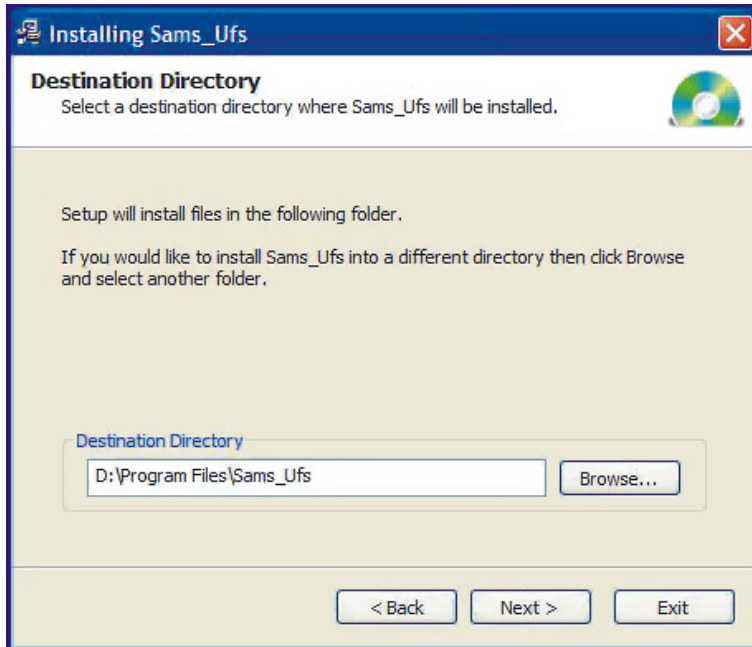


Fig 1.6

After the setup is complete copy the given flash files for Samsung to any folder you want for e.g. x:\sam\_flash or x:\samsung\flash etc...

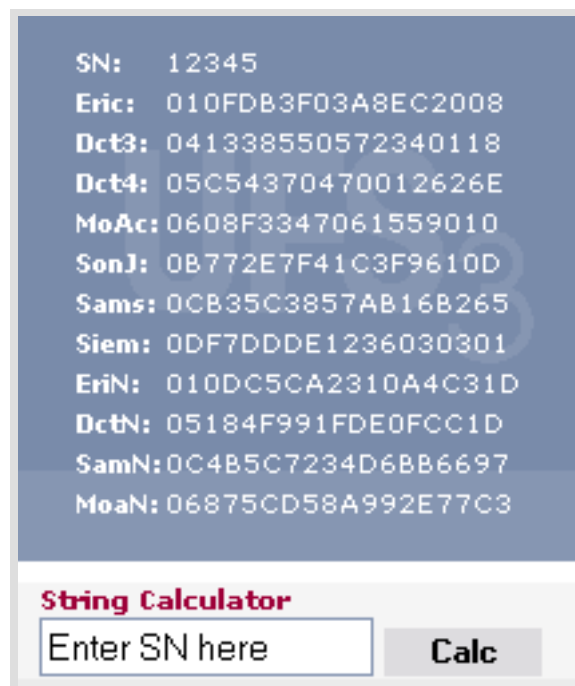
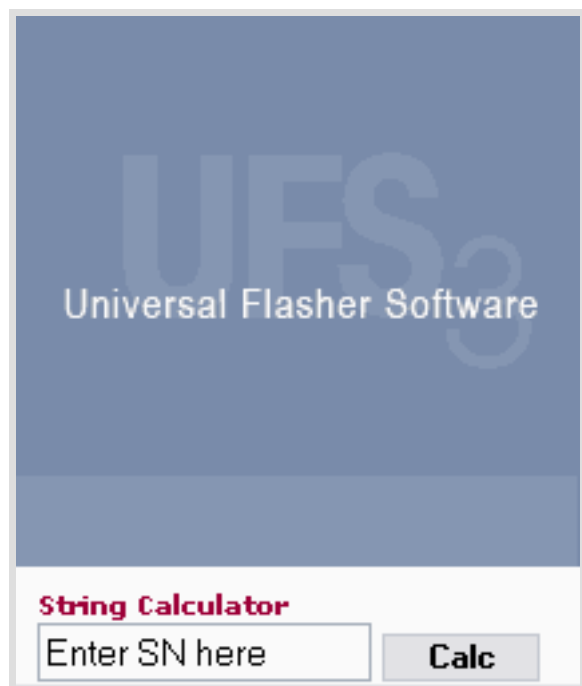
## 2.5 MOTOROLA (Acer Platform)

Run the setup file for Mot-Acer given in the CD, follow the on screen instructions and complete the setup with default path i.e. x:\Program Files\Moto\_Acer. After completing the setup, copy the flash files for supported models in x:\program files\Moto\_Acer folder.

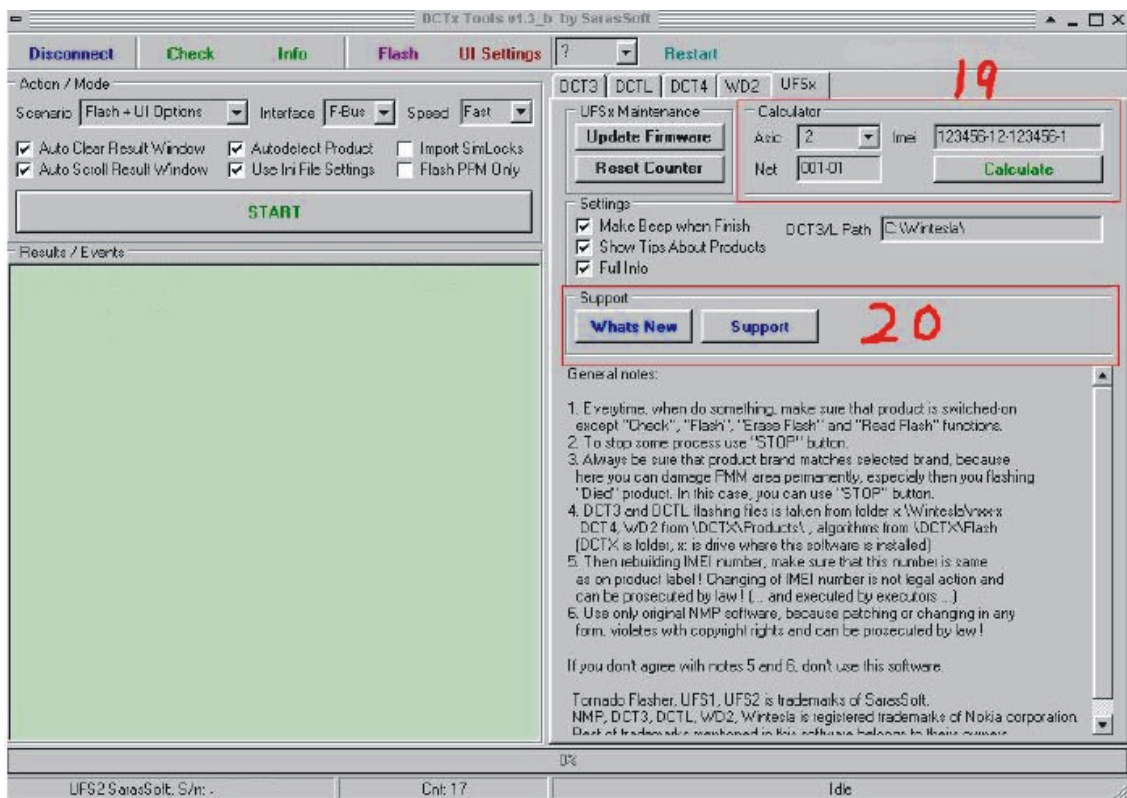
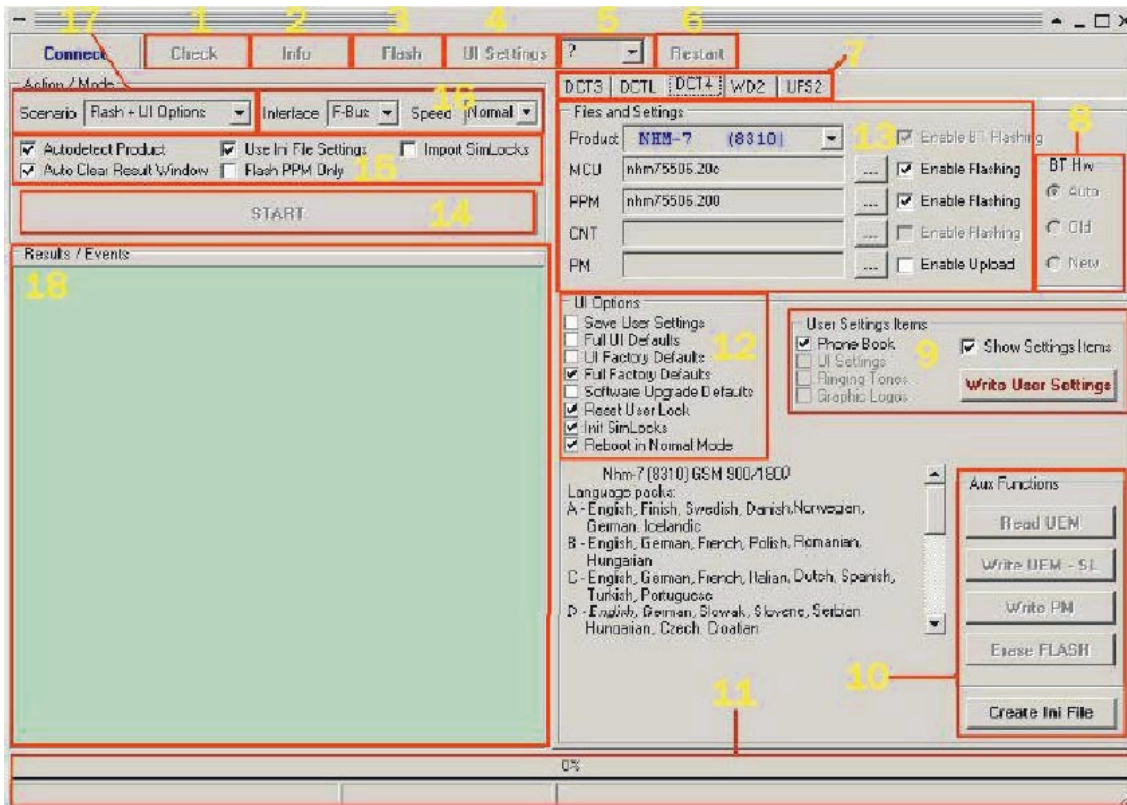


## 2.6. String calculator

You can get the activation key for all your support tools for updating to the newer software version. On the support site, just type your SN in String Calculator as shown in the fig (see fig for more details). And you will get the activation key for the entire support tool.



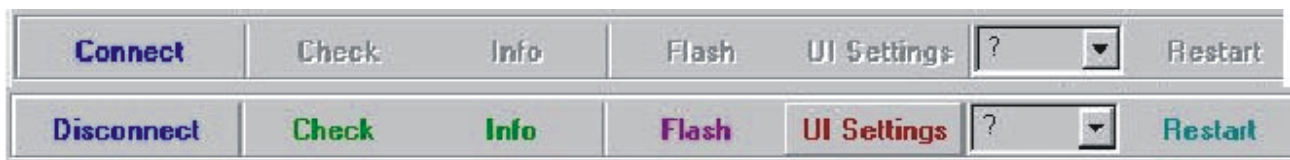
### 3. Usage of NOKIA DCTx Tools



List of the Functions by number on screen.

1. **Check** - to check the flash mode
2. **Info** - to check the functionality of M/F Bus (Use this to confirm a good connection)
3. **Flash** - to be used for manual flashing mode
4. **UI Setting** - User interface setting
5. **Phone Mode** - (Local mode, Test mode, Normal mode)
6. **Restart** - Restart the phone
7. **Phone Type** - (Choose between the different platforms, DCT3/4, DCT-L or WD-2)
8. **BT HW** - manually choose the Bluetooth hardware, we recommend using auto
9. **Write the User Setting back...** - Phone book, etc...
10. **Aux Option** - (Read/Write PM-UEM, Erase flash, Format user area)
11. **Progress bar** - (Box serial code, counter, progress bar)
12. **UI Option** - (resets, simlock, security code, factory defaults, software upgrade defaults)
13. **Flash file browser** - choose your flash files
14. **Start/Stop button** - Execute/Terminate selected jobs
15. **Special Setting** - Relock function, manual flashing, language update only etc...
16. **Connection bus & Flashing speed** - Adjust the flashing speed and choose the bus
17. **Pre-Setting** - choose the job to be done
18. **Progress windows** - Phone details, Box status, Work status and other useful information
19. **Calculator** - to calculate network unlock code (Only apply on DCTx\_UFSx 1.3b)
20. **Support** - for product support website ([www.ufsxsupport.com](http://www.ufsxsupport.com))

## Quick button



### CONNECT/DISCONNECT:

You have to press connect button to connect software module with the UFSx box hardware. Without this connection you cannot use any software module with UFSx box.

### CHECK:

You can test the Flash mode with this button

### INFO:

You can test the communication Bus (F-bus or M-bus) and read info from your phone, it is recommended to use this to check the cables and Establish a good Connection.

### FLASH:

The flash button can be used for manual flashing, if for example the phone is dead

**UI SETTING:** Manual option to execute predefined user interface settings

[?]: This drop down box lets you manually choose between normal mode, test mode or local mode on the phone

**AUTO DETECT:**

Use this option if you are not sure what kind of phone it is, it will auto detect it for you.

**AUTO CLEAR RESULT WINDOW:**

Will clear all result displayed in main window before commencing each function, you can manually clear this by double clicking inside the window.

**AUTO SCROLL RESULT WINDOW:**

Will scroll all result displayed in window when/after commencing each function.

**USE INI SETTING:**

You should use this option if you have already prepared a specific INI file for desire type of phone. It is the fastest way if you have many phones with the same type of job to do.

**IMPORT SIMLOCKS:**

Import simlock from file when do init simlock.

**FLASH PPM ONLY:**

This option is to flash only the PPM (language pack). It is a fast way to change the available language, however take care that you are using the ppm version which matches with MCU version currently in the phone. Otherwise you will get "Contact Service" or some unexpected fault in which case you will need to full-flash the phone.

***Note:** If you want to flash only PPM, before you do anything check the software version of the phone or connect it to the UFSx & click on info to get the version. Then choose the same version of PPM and flash the phone to avoid any fault in the phone.*

**INTERFACE:**

Communication settings, you should use F-Bus: For ALL DCT-4 and WD-2 Phones M-Bus.

**SPEED:**

(Flashing speed) you can keep default FAST but if you get errors, you should choose NORMAL or SLOW since not all flash type support FAST Flashing.

**START/STOP BUTTON:**

To start or stop the job that you do.

## 4. Action window for DCT-3

### PRODUCT:

Choose your product (Model number), For example. 3310 NHM-5, 2100 NAM-2 etc...

### MCU:

Choose the MCU flash file (main phone firmware file to be flash)

### PPM:

Choose the PPM file (Language Pack firmware, Must match MCU version)

### PMM:

PMM is the extension used in UFSx Box for "Virgin EEPROM" etc...

most know virgin EEPROM's in DEJAN format with extension .FLS

**Note:** PMM file mostly used for the phone with "Contact Service" with error on EEPROM or EEPROM checksum corrupted or if you have finished flashing the MCU and PPM correctly but still getting "Contact Service" for software fault. Then check your hardware. Normally the error "Contact Service" in hardware mostly COBBA Parallel which you have to recall or replace your COBBA chip.

### WUG:

(Wakeup Graphics) - you can choose a customized wakeup / startup graphic)

**UI OPTION:**

You can double click this item to execute each one individually and immediately.

**SAVE USER SETTING:**

You can backup / save the main user setting before starting any job with the phone.

**UI DEFAULTS:**

Set the user setting back to default (Phone setting etc...)

**FULL FACTORY DEFAULTS:**

Set the phone to the factory default setting, including resetting the wakrup graphics, Security code, phone book etc...

**INIT SIM LOCKS:**

Unlock the SP-Locks / Network locks

**SET FAID:**

Calculate the "FAID", (Flash Authority ID) which must be set after flashing the MCU or PPM.

***Note:** If this set FAID fails you will not get network on phone or cannot register to the network, or signal will up down for few seconds and will be restart it self.*

**RESET USER LOCK:**

Set the user lock (Security Code) to factory default (12345)

**Reboot in Normal Mode:**

You can insert a sim card and after processing the phone will reboot into normal operating mode. Use this to check normal operation. Please note that many USB ports cannot supply enough power for the phone to transmit, so the phone may shut down when trying to register with the network when using this feature. It is mainly to confirm the phone will power on and accept the sim card etc...

**LCD CONTRAST:**

Set the LCD contrast

**FEATURES 3310 > 3315:**

Convert a 3310 to 3315 to enable extra menus. (This option only to be able for 3310 with version 5.45 and above.

**3315 > 3310:**

convert 3315 to 3310

**3210 Vibra On / Vibra Off:**

Enable or disable vibra menu for 3210

## Aux functions

### READ IMEI:

Read IMEI from the phone.

### READ FLASH:

Use this function to make a backup of your phone firmware (Only DCT-3 models).

### CONVERT FILES:

Convert .FLS files to original Nokia Wintelsa Files. (Use this feature to convert the .FLS vergin EPROM's to use with UFSx-Box).

### ERASE FLASH:

Erase the whole flash and EPROM. After you will need to flash MCU, PPM and PMM files, (Full Flash) And rebuild IMEI etc. ("Flashing" functions will erase the correct areas automatically).

### CREATE INI FILE:

Create the ini file to be used with "UI Options" create Ini files make it easy for you. It means after you have choose the setting, MCU, PPM UI setting then click create ini. Next time when you want to flash for the selected models which you already created the ini you don't need to select the MCU, PPM etc.

## 4.1 Flashing DCT-3 phones

Normally when you connect the SW you will see on the DCT-3/L Path is C:\Wintelsa\ , you have to change it to C:\Program Files\Nokia\Phoenix\Products if your flash files are located in this folder C:\Program Files\Nokia\Phoenix\Products if your flash files are in C:\Wintelsa then no need to change this.

To Flash your Dct-3 Phones make sure you have Check/tick on "UI Defaults" "Full Factory Setting" "Set FAID" also make sure power on your phone and click "Start" button to begin flashing your phone, For dead Phone you have to manually flash the phone.



## 5. Action Window for DCT-4

The screenshot shows the TORNADO series software interface. The top bar has tabs: Disconnect, Check, Info, Flash, and UI Settings. The 'Flash' tab is selected. Below the tabs, there's a 'Local' dropdown and a 'Restart' button. The main area is divided into several sections:

- Action / Mode:** Scenario (Flash + UI Options), Interface (F-Bus), Speed (Fast).
- Checkboxes:**
  - ☒ Auto Clear Result Window
  - ☒ Autodetect Product
  - ☐ Import SimLocks
  - ☒ Auto Scroll Result Window
  - ☒ Use Ini File Settings
  - ☐ Flash PPM Only
- START** button.
- Results / Events:**

```

UFxBoot V2.2 (c) SarasSoft 2003. Id: 62 CF 1
UFS_USB V2.5 (c) SarasSoft 2003. S/n: 9197
Licence: True

```
- Files and Settings:**
  - Product: DTE-1 (D211)
  - MCU: [Empty]
  - PPM: [Empty]
  - CNT: [Empty]
  - PM: [Empty]
  - Skip Erase from Area: 9
  - ☒ En. BT Fl.
  - ☐ Enable Flashing
  - ☐ Enable Flashing
  - ☐ Enable Flashing
  - ☐ Enable Upload
  - BT Hw: Auto, Old, New
- UI Options:**
  - ☐ Save User Settings
  - ☐ Full UI Defaults
  - ☐ UI Factory Defaults
  - ☐ Full Factory Defaults
  - ☐ Software Upgr. Defaults
  - ☐ Reset User Lock
  - ☐ Init SimLocks
  - ☐ Reboot in Normal Mode
- User Settings Items:**
  - ☐ Phone Book
  - ☐ UI Settings
  - ☐ Ringing Tones
  - ☒ Show Settings Items
  - Write User Settings** button
- Aux Functions:**
  - Format User Area
  - Read UEM** button
  - Write UEM - SL** button
  - ☐ Read PM Absolute
  - Read PM** button
  - Write PM** button
  - Erase FLASH** button
  - Create Ini File** button

### PRODUCT:

Choose your phone model, for example 3200 RH-30, 6610 NHL-4u, 6610i RM-37

### MCU:

Choose the MCU flash file (Main phone firmware to be flash)

### PPM:

Choose the PPM flash file (Language pack firmware, Must match with MCU version)

### CNT:

Choose the CNT flash file (CNT = Content Pack). This allows you to flash the standard factory wallpapers, ring tones, games and others applications supplied as standard in the hand set.

### PM:

PM (Permanent Memory). This is the DCT-4 version of "EPROM" but cannot be changed and reset easily. (DO NOT PLAY WITH THIS; YOU MAY DAMAGE YOUR PHONE!)

**Note:** If you know what you are doing then you can play with the PM.

### ENABLE BT FLASHING:

Flash the Bluetooth firmware (BT=Bluetooth)



**BT HW:**

You can choose AUTO, OLD or NEW. Defaults is AUTO, however in some cases such as some 7650 it is necessary to use OLD option if the BT function does not work correctly.

**UI OPTION:**

You can double click these items to execute each one individually and immediately.

**SAVE USER SETTING:**

You can backup / save the main user settings before starting do any job with the phone.

**FULL UI DEFAULTS:**

Set the user setting back to defaults (Phone setting etc...)

**FULL FACTORY DEFAULTS :**

Set the phone to the factory defaults settings, including resetting the wakeup graphics, security code, phone book etc...

**SOFTWARE UPGRADE DEFAULTS:**

This should be done when you have upgraded to newer Software version.

**INIT SIM LOCK :**

Unlock SP-Lock / Network lock.

**RESET USER LOCK:**

Set the user lock (Security Code) to factory defaults "12345".

**REBOOT IN NORMAL MODE:**

You can insert sim card and after processing, the phone will reboot into normal operating mode. Use this to check normal operation. Please note that many USB ports cannot supply enough power to phone to transmit, so the phone may shut down when trying to register with the network when using this feature. It is mainly to confirm the phone will power on and accept the SIM card and etc...

**User setting items**

**Phone Book:** Save phone book

**UI Setting:** Save UI setting

**Ringing Tones:** Save ring tones

**Graphic logos:** Save logo and graphics

**Write User Settings:** Write back saved data

## Aux function

### Read UEM:

Create an \*.ASK file.

### Write UEM:

Write a \*.RPL file.

### Write PM:

Write a PM file

PLEASE DO NOT DO EXPERIMENTS WITH THIS FUNCTION, YOU MAY DAMAGE YOUR PHONE. IF YOU KNOW WHAT YOU ARE DOING THEN YOU CAN PLAY WITH THIS PM. PLAY AT YOUR OWN RISK

### Erase Flash:

Erase the whole flash!

*Note: All flash will be erased, inclusive the PM area, you may damage your phone!*

### Create INI file:

Create the ini file to be used with "UI Options".

Create Ini files is to make easy for you it means after you have choose the setting, MCU, PPM UI setting then click CREATE INI.

Next time when you want to flash for the selected models for which you have already created the ini file .you don't need to select the MCU, PPM or etc what you do is just click flash or start.

For DEAD Phone click flash and for normal phone click START.

## 5.1 Flashing DCT-4 phones

To flash DCT-4 Phones "Working Phone" Connect cable and power on the phone.

Select correct models MCU & PPM and both must be of same version.

Tick/check on the UI setting that you wish to and press start.

To Flash Only PPM choose the proper PPM version as the MCU version of the phone.

If you don't know the phone version it is better before doing anything power on the phone and press \*#0000# to view the phone version or with SarasSoft just click "info" button, you will get the MCU and PPM Version of the phone., select the PPM version and Click Flash.

If the Phone is DEAD after selecting the MCU & PPM remove tick mark from "Auto Detect" and click "Start" button CNT = Content Pack. If you have check/tick on check box it means it will flash CNT to your phone.

CNT is the file which will install Original Ring tone, Wallpapers, Graphics, if you have failed to extract the CNT, your phone will not have wallpaper, ring tones etc.

## 6. Action window WD-2 Symbian phone

The screenshot shows the TORNADO series software interface. At the top, there are tabs: Disconnect, Check, Info, Flash, UI Settings, and Restart. The 'Flash' tab is selected. Below the tabs, there's a 'Local' dropdown and a 'Restart' button. The main area is divided into several sections:

- Action / Mode:** Scenario (Flash + UI Options), Interface (M-Bus), Speed (Fast).
- Checkboxes:**
  - ☒ Auto Clear Result Window
  - ☒ Autodetect Product
  - ☐ Import SimLocks
  - ☒ Auto Scroll Result Window
  - ☒ Use Ini File Settings
  - ☐ Flash PPM Only
- START** button.
- Results / Events:**

```

UFxBoot V2.2 (c) SarasSoft 2003. Id: 62 CF 1
UFS_USB V2.5 (c) SarasSoft 2003. S/n: 9197
Licence: True

```
- Files and Settings:**
  - Product: RAB-3 (9290)
  - ☒ Auto Fold
  - MCU: ... ☐ Enable Flashing
  - PPM: ... ☐ Enable Flashing
  - PMM: ... ☐ Enable Flashing
  - WUG: ... ☐ Enable Upload
- UI Options:**
  - ☐ Save User Settings
  - ☐ UI Defaults
  - ☐ Full Factory Defaults
  - ☐ Init SimLocks
  - ☐ Set Fold
  - ☐ Reset User Lock
  - ☐ Reboot in Normal Mode
  - Rab-3 (9290) GSM 1900 PDA
- Aux Functions:**
  - Rebuild IMEI** button
  - Create Ini File** button

All function is mostly /basically the same as the DCT-4 Please see the previous section for more Details.

### FORMAT USER AREA:

This function is to format phone user area.

Example: Normally WD-2 phones faults like "CONTACT RETAILER". Just Format the User AREA to solve the problem.

### 6.1 Flashing WD2 (Symbian) Phones

For WD2 Symbian like 3600, 3650, 3660, 7650, 6600, N-Gage and N-Gage QD this mention models have COMBO flash for Chinese package. Normally MCU and PPM is same which means all MCU's end by C1 and some of them is C5. For Example: MCU Nhl83050.8c1 and PPM Nhl83050.832 you have to flash both for English and others language and for Chinese Package (COMBO FLASH\*) which end by C2, C3, C4, C5, C7, C8, C9. You only have to flash the PPM area only.

*\* COMBO FLASH - MCU & PPM is built in one flash; it means no Separate MCU or PPM for this Chinese Version.*

**Note:** DO NOT CHECK ON "Enable BT Flashing" if you are flashing WD2 phones.

After the Flashing is finished; manually Reset or Format the phone by Pressing \*#7370# on the phone and the security code is "12345" (Original Code).

## 7. Action window DCT-L "COMMUNICATOR"

<b>Disconnect</b> <b>Check</b> <b>Info</b> <b>Flash</b> <b>UI Settings</b>		Local <b>Restart</b>	<i>TORNADO series</i>	
Action / Mode Scenario: Flash + UI Options   Interface: M-Bus   Speed: Fast		DCT3 <b>DCTL</b> DCT4   WD2   UFSx		
<input checked="" type="checkbox"/> Auto Clear Result Window <input checked="" type="checkbox"/> Autodetect Product <input type="checkbox"/> Import SimLocks <input checked="" type="checkbox"/> Auto Scroll Result Window <input checked="" type="checkbox"/> Use Ini File Settings <input type="checkbox"/> Flash PPM Only		Files and Settings Product: <b>RAB-3 (9290)</b> <input checked="" type="checkbox"/> Auto Fald MCU:   ... <input type="checkbox"/> Enable Flashing PPM:   ... <input type="checkbox"/> Enable Flashing PMM:   ... <input type="checkbox"/> Enable Flashing WUG:   ... <input type="checkbox"/> Enable Upload		
<div style="border: 1px solid black; padding: 5px; text-align: center; color: green; font-weight: bold;">START</div>				
Results / Events <pre> UFxBoot V2.2 (c) SarasSoft 2003. Id: 62 CF 1 UFS_USB V2.5 (c) SarasSoft 2003. S/n: 9197 Licence: True           </pre>		UI Options <input type="checkbox"/> Save User Settings <input type="checkbox"/> UI Defaults <input type="checkbox"/> Full Factory Defaults <input type="checkbox"/> Init SimLocks <input type="checkbox"/> Set Fald <input type="checkbox"/> Reset User Lock <input type="checkbox"/> Reboot in Normal Mode Rab-3 (9290) GSM 1900 PDA		
		Aux Functions <div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>Rebuild IMEI</b> </div> <div style="border: 1px solid black; padding: 5px; text-align: center; margin-top: 10px;"> <b>Create Ini File</b> </div>		

All Function are same as DCT-3, Please see the DCT-3 section for details.

## 8. Problems & their solutions (DCT-3)

### **PROBLEM, "1st Boot Err: Bad Resp DCT3"**

This error says that box cannot communicate with the phone via Flash-Bus interface.

1. Check cables by schematics, use "beeper" here to make sure that all wires Are 100% connected and well crimped.
2. If you have this error on 5110, 6110, 6200, 7110 phones be sure that you are using Dct-3 cable, Dct-4 (6310) cable has different schematics and cannot be use with DCT3 phones.
3. Check if phone can communicate with box via M-Bus ("info" Button)
4. Make sure that box empowering phone, then press "Check" button, left LED power must switch off for 1 sec.
5. DCT-3 phones must power-up automatically when connected to the box, Box must be in Dct-3 Mode. Also when you click on "Check" it should power-up DCT-3 phones. Then switching between DCT-3 and DCT-4 modes phones must Power-Up.

### **PROBLEM, "Contact-Service" on LCD**

This error cause few reasons:

#### **Firmware Checksum Error**

1. Try to use slower Flash-Bus speed, Not all phones support "FAST"
2. Did MCU software version matches with PPM version?
3. If 3310 or 3410 phone, did you use last version of DCTx, With "Erase "hole" option selected.

#### **PPM area corrupted**

1. Make "UI defaults" and "Set Faid"
2. Make "Init Sim locks"
3. Make "Rebuild IMEI" (after "Rebuild IMEI" must repeat steps 1 and 2)
4. If error still present try Flashing PPM area with virgin PMM content (PPM= EPROM area)

***WARNING: All original Radio setting, User Setting, IMEI will be lost, we highly recommend to backup PMM before ("READ FLASH"). After PMM Flashing must do "Rebuild IMEI" and steps 1, 2***

#### **Hardware Fault**

1. Check COBBA S/N ("Info") if number 00000000 COBBA is faulty.  
(Some patched software also gives COBBA S/N: 00000000, Try Reflash)
2. Defective Flash Memory Chip  
Normally this gives erasing or writing error while flashing)
3. Defective MAD Asics, CCONT Asics.

### **Problem No Radio Coverage**

1. Always make "Set Faid" after flashing

## **9. Problems & their solutions (DCT-4)**

### ***Problem, "1st Boot Err: Bad Resp UPP, 0X FF FF 72"***

This error says that box cannot communicate with phone via Flash-Bus interface.

Do all steps as described in "1st Boot Err: Bad Resp DCT3" topic.

Here 0X in response string gives some information:

- 01 - Mobile not powering-up
- 02 - Mobile not enter flash mode
- 03 - UPP not Respond

**Note:** DCT4 phones must start in "LOCAL" mode when powering-up.

### ***Problem Erasing or Flashing fails in middle of process***

1. Check cable, especially BSI wire (RJ45 pin (<\_>) Dummy battery)
2. Try slower Flash-Bus Speed

## 10. Problems & their solutions DCT-4 WD2 (Symbian) Phones

### **Problem "Contact Retailer....." or blinking "NOKIA" on LCD**

**WARNING:** Never do "UI Factory Defaults", "Full Factory Defaults", and "Software Upgrade Defaults". Use these functions only when the phone fails.

1. Do "Full Factory Defaults"
2. Switch phone to "Normal" mode (Can fail here)
3. Switch phone to "LOCAL" mode.
4. Do "Format User Area" (This process may take about 30sec.)
5. Switch to "Normal" mode.
6. If Fails repeat step 1 - 4, check if match MCU and PPM software version

**Note:** WD2 phones booting is slow, so please be patient here, and don't do these steps fast.  
If phone doesn't enters "Local" mode when connected or after flashing,  
Please check cable with schematics (BSI wire) here must be serial Resistor on BSI (3.3kom)

Here described are only most frequently common errors.

### **Nokia 6600 MCU, PPM, BT, Format Step By Step**

1. Select the MCU and PPM file, speed choose "Normal"
2. Press "Start" Button to do the job
3. When flashing is done, choose "Normal" in UI Setting, after that can see the "Init Normal Mode OK" in the software.
4. Choose "Local" in UI Setting, after that can see the "Init Local Mode OK" in the software.
5. Press the "Format User Area" Button, after that can see the "User Area Format OK" in the software.
6. Done.

### **3650 and Contact Retailer:**

Managed by this way

1. Flash phone (MCU & PPM selected) with speed set to normal- UI options set to full factory. Do not use .ini settings. And disable auto detect
2. Power up phone-phone says contact retailer
3. Put in Normal Mode
4. Format user area-gives error "cannot format"
5. Put in Normal mode-phone resets with insert sim card tested - phone 100% working with full signal

### **Simple Solution for 6600 "Contact Retailer" or "4blinks"**

**Step 1:** Click ERASE Flash

Start address: 02000000

End address: 027FFFFF

*\* If you get an "Erase Flash Error" message in a specific address in the flash IC, this means that you have a damaged flash IC. You will need to replace flash IC number 2 inside the phone. (The 6600 has 4 flash ICs inside).*

**Step 2:** If you are successful in erasing flash IC number 2, make a full flash of the phone... MCU, PPM & Bluetooth If required

**Step 3:** If you are successful in full flashing the phone, put battery inside phone and you SHOULD GET "Contact Retailer" message again. Now remove the battery, put it back and hold buttons "Call (green button on the left)" + "\*" + "3" then press the power button while still holding the 3 buttons above

The phone should start formatting itself (note that there must be no sim card inside the phone while doing this...)

After formatting, phone should be ok... but need to update a good PM file if necessary.



## 11. MOTOROLA-ACER Unlock

**Step 1:** Select the model

**Step 2:** Connect the phone

**Step 3:** Power on the phone

**Step 4:** Press "Read Info", (Software will show the version and IMEI)

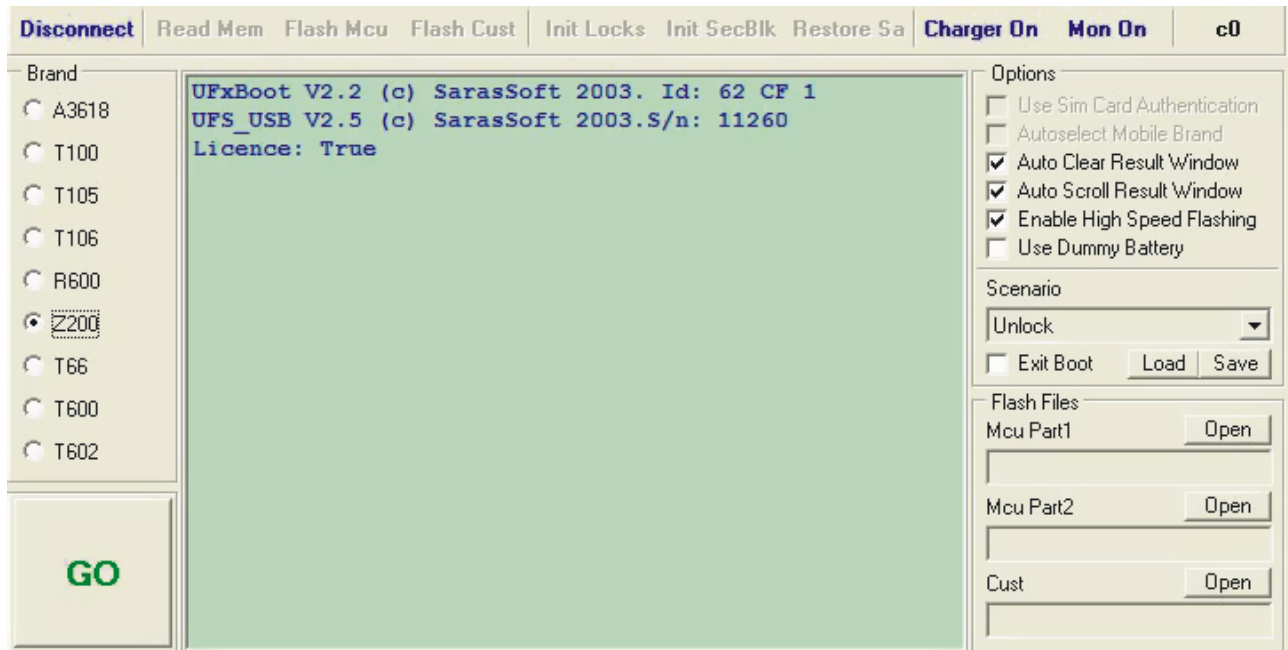
**Step 5:** Press "Locks", it will display Lock Init Done.

**Note:** For Unlocking, etc don't power on the phone, before connecting the cable.

### 11.1 MOTOROLA-ACER Flashing

1. Select mobile brand
2. Select flash file (MCU, LP)
3. Mobile off and connect cable
4. Press "Write Flash", box green light will blink
5. Press power button of the phone will flash, when the phone is flashing the red and green light will blink.
6. After flashing is complete, press "Defaults", the green light will blink
7. Press power button of the phone will show defaults done
8. Select flex file
9. Power on the phone and connect cable
10. Press "Write Flex"

## 12. SONY-ERICSSON Unlocking



1. Run the UFS\_ATRZ.exe, You will see the software as shown in the screen shot.
2. Select the Model and Click "GO" button and the "IDLE" will change to "MOBILE READY" after booting the mobile. You will see in the software the Phone info.
3. Click on " INIT LOCKS".
  - 3.1 For Z200 select unlock file "z200\_cust\_std.bis" or "z200\_cust\_virgin.bis" in Cust and click on "flash cust".
4. Alternatively for auto unlocking select "Unlock" in "Scenario" before you press "Go".

### Confirm

If mobile does not power on automatically, follow the instruction:

1. Power on Mobile, if it does not power on then.
2. Reattach Battery and Click Yes.

Unlock Done,

In the Software Screen will show CST Flashing Done, Time: 00:06

Restarting.....

Init Done, Time: 00:04

All Done, Total Time: 01:00

(Your Phone has been unlocked and can be use with any operator.)

## **13. Flashing SONY-ERICSSON phones**

For Flashing SE Phones, Some phones need to flash MCU and Modem and Some only Need Modem it depends on the phone Type. There are two software for SE models which are ATRZ and RTP.

### **Flashing in ERIC\_ATRZ**

To flash Phone for e.g. SE Z200

- Select the desire language flash file (200\_125720\_r6c\_con3.bis in Mcu Part1 & Z200\_125720\_r6c\_fix3.bis in Mcu Part2) Select MCU in scenario
- Connect the handset and click on Go
- It will start flashing the phone, when flashing is completed it will show "Flashing Done" \* Click on Stop button and disconnect the phone from the cable.

### **Flashing in ERIC\_RTP**

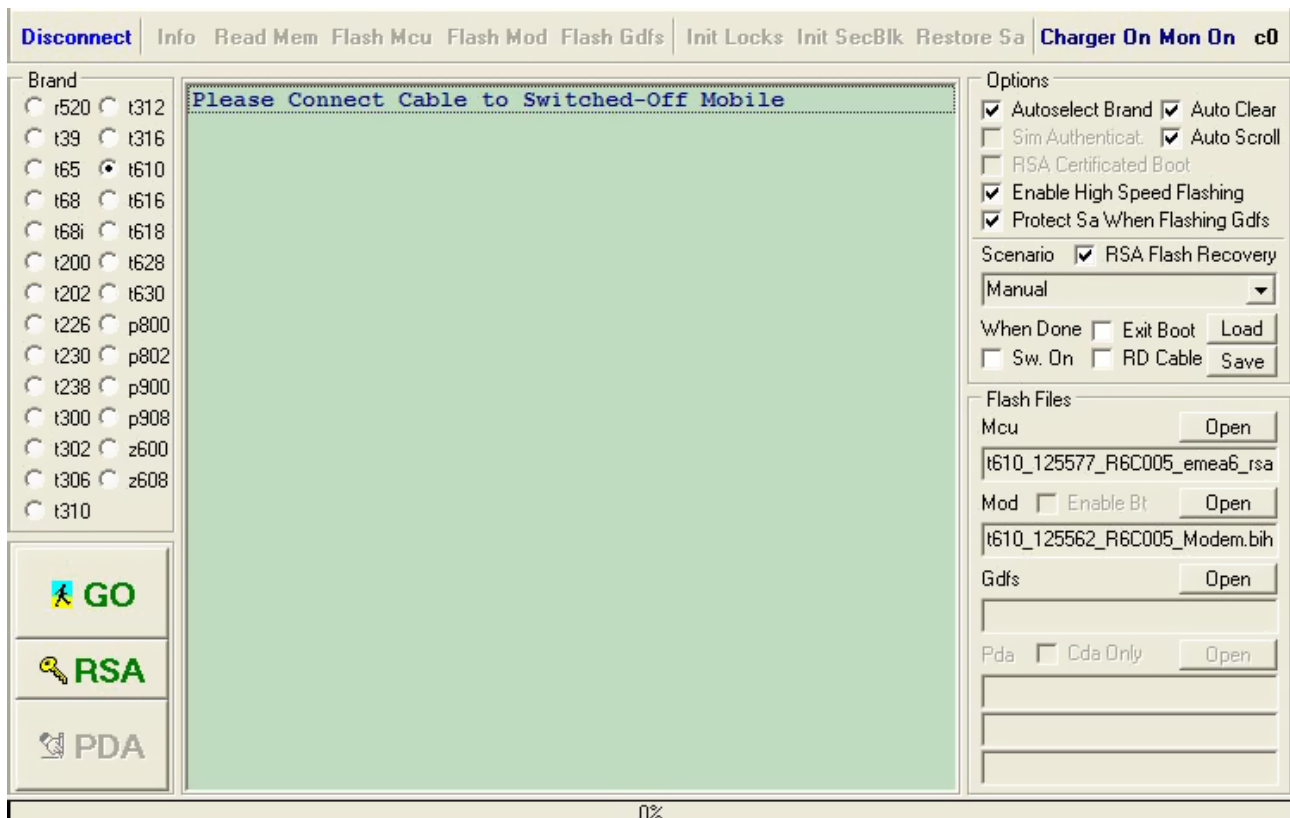
Flashing in ERIC\_RTP is also simple as in ERIC\_ATRZ, These are the few steps to follow

- Open the ERIC\_RTP software and Select the Model you want to flash
- Select Mcu file (T610\_125577\_r4c003\_emea6.bis) & Modem (T610\_125562\_r4c003\_modem.bih)
- Select Mcu + Modem in Scenario
- Connect the handset & click on go
- Click on Stop & Remove the handset after it show flashing done on the screen

## 14. SONY-ERICSSON RSA phones

Flashing SONY-ERICSSON RSA Phone is similar to that of Non RSA Phones, Here are some additional precaution to be taken while Unlocking & Flashing just follow these steps

1. By checking the phone version you can identify whether it is a RSA base phone or Non RSA phone, you can do this by pressing ">\*<\*<" these keys in sequence. If you see R6C then it means this is a RSA based phone. (Applicable only for T610, T630, and Z600)
2. For Unlocking RSA phone first Check Software version of the phone Manually by pressing (>\*<\*<) keys .select the same package as in handset, (us1, emea4, eu3, etc...) Connect handset to cable with battery, Click RSA on software, after the handset is booted, do intlock.  
See Fig for details.



For Flashing RSA phones Select both MCU and MODEM files and in scenario select "Mcu + Modem"  
Connect handset to cable with battery, Click RSA on software.  
About flashing SONY-ERICSSON phones refer to the "SE" Flashing Section.

## **15. Some repairing procedure for SONY-ERICSSON phone**

### **Repair SE T316 Step by Step:**

After flash T316 (850/1800/1900) with any T310 firmware you have this problem:

- No polyphonic tones
- No sound in speaker during call
- No network (you can repair this with Init SecBlk function)

This manual will tell you how to repair this bug, and make phone work again...

1. Start SW and connect with box:
2. Select T310/T312 phones, select MCU and GDFS files; uncheck Protect SA then Flash Gdfs.
3. Flash phone with desired MCU and GDFS (after flashing the GDFS the IMEI will change)
4. Disconnect the phone, and connect again. Press "GO", after Boot phone, press "Restore SA". Now you will be in backup folder, choose correct IMEI file as of the phone. After selecting flashing will start on its own.
5. Disconnect the phone, than connect again. Press "GO", to boot the phone, press "Init SecBlk", now coming "IMEI Restore", if your IMEI does not match you need to type it and press "OK",
6. All OK! Now your phone work normal!

To Unlock Others SE phone the button "Init SecBlk" is mean unlock button. After connecting the phone to the software click "Init SecBlk"

### **Repair T230 4 Locks Closed.**

**Step 1:** Remove "Protect SA than Flashing GDFS" the click,  
Choose the GDFS file,  
Press "GO" Button.  
(After flashing the GDFS the IMEI will be change)

**Step 2:** Disconnect the phone, and connect again,  
Press "GO",  
After Boot phone, press "Restore SA",  
Now you will be in backup folder,  
Choose the file IMEI same as the phone,  
Now flash the phone

**Step 3:** Disconnect the phone, than connect again,  
Press "GO", to boot the phone,  
Press "Init SecBlk",  
Now coming "IMEI Restore", if the IMEI do not match you need to type it,  
press "OK",

## 16. Unlocking SAMSUNG phones

Click "Mobile info" then you will get the phone information, then click "Unlock Button" to unlock your Phone. (Make Sure you have Select the Correct Models when unlock.

Read Flash: You can Read flash file from Samsung Phones to save as backup by Clicking "Read Flash" button make sure don't attach battery when read the flash also make sure you have selected the correct model.

Write Flash: You can write flash by Clicking "Write Flash" button. Do not attach battery when flashing. You may use original Samsung Flash file with this Software or you can download the flash file from <http://www.ufsxsupport.com>

**Note:** You can Use the A300 cable for Flashing and Unlocking for almost all models, require attach battery for few phones when you unlock.

## 17. Upgrading UFSx BOX (for Old Boxes)

For old boxes which display this with newer version software:

UFSxBoot V2.2 © Sarassoft 2003. Id: 62 CF **0**

UFS\_USB V2.5 © SarasSoft 2003. S/n: xxxxxxxx

License: **False**

1. Do "Update Firmware" using req.fbi file
2. Send the generated xxxxx.req file to your dealer.
3. Do "Update Firmware" using received xxxxx.fbi file (after u receive it back from your dealer)
4. After updating the box will show:

UFSxBoot V2.2 © Sarassoft 2003. Id: 62 CF **1**

UFS\_USB V2.5 © SarasSoft 2003. S/n: xxxxxxxx

License: **True**

Box KEY updated

### **Notes:**

1. *This procedure must be done with software DCTx\_UFSx\_1.3a.exe*
3. *xxxxx - is your box serial number*
4. *xxxxx.req and xxxxx.fbi files unique for each box and contains some important data, DON'T share these files.*

## **18. Error reporting**

When some error occurs, please report to your dealer:

1. UFSx box serial number.
2. OS (Windows), PC CPU speed, PC memory size, PC Brand.
3. Detail description of error.
4. Attach "Result/Events" window contents, when error occurs. (Results/Events window contents can be copied to clipboard using right mouse button menus)
5. Attach screenshot of error situation.



